



For Ride Reservations:

PHONE: 860-848-5910 x2
FAX: 860-848-5917

When calling to request a ride, be ready to provide:

- Physician's name,
- Complete address of your destination,
- your appointment time, and
- your return trip pick up time.

Reservation requests will be taken
from 8:30 am to 4:00 pm
Monday – Friday

Please be ready at your scheduled
pick up time.

Cancellations must be made **2 hours** prior to the scheduled pickup time by calling Monday through Friday between 8:30 am and 4:00 pm. Improper notification of a cancellation will result in a charge of a one way trip and may result in suspension of service.

Visit ECTC's website www.ectcinc.org for information on other transportation services such as the travel voucher program as well as other transportation options in Southeastern CT.



2020-2021

Caregiver Mileage
Reimbursement
and
Dial-A-Ride
Medical
Transportation

For Individuals in
Bozrah, East Lyme, Griswold,
Groton, Ledyard, Lisbon,
New London,
N. Stonington, Preston, Salem,
Stonington, and Waterford
who are
60 years of age and older
and/or with disabilities.

Medical Transportation for Individuals who are Seniors or who have Disabilities

MEDICAL TRANSPORTATION FOR SENIOR OR DISABLED INDIVIDUALS

The Caregiver Mileage Reimbursement and Medical Transportation program is for adults 60+ and persons with disabilities who are unable to drive and need transportation to a medical appointment that is occurring outside of the hours or area that the town funded transportation services operates.

This program is provided through the Eastern Connecticut Transportation Consortium, Inc. ECTC is a private, non-profit agency that brokers and provides transit services. This program is only available to qualifying residents of the following towns:

Bozrah Senior Services	860-917-5672
East Lyme Senior Center	860-739-5859
Griswold Senior Center	860-376-2604
Groton Senior Center	860-441-6785
Ledyard Senior Center	860-464-0478
Lisbon Senior Center	860-376-2329
New London Senior Center	860-447-5232
N. Stonington Senior Center	860-535-8188
Preston Senior Center	860-887-5581
	x104
Salem Municipal Agent	860-859-3873
	x125
Stonington Human Services	860-535-5015
Waterford Senior Services	860-444-5839

HOW TO ACCESS THIS SERVICE

Call or visit the Town Representative at the number listed above to request an Eligibility Form.

This service is funded through a state grant. Rides and reimbursements are contingent upon the availability of grant funds. When funds run out, the provision of rides will be stopped until funds become available again.

HOW TO OBTAIN CAREGIVER MILEAGE REIMBURSEMENT (for persons unable to drive)

This portion of the grant is for anyone unable to drive but who has a family member, friend or caregiver who can drive them. Both the driver and rider must complete the form : **"Request For Mileage Reimbursement"** .

Mileage will be calculated by ECTC based on the shortest distance. Caregivers are not reimbursed for mileage from their home to the client's. Completed forms must include the appointment date, start address, destination address, and must be signed and dated by client and driver after the last trip is entered.

Participants should submit completed mileage forms to their local town representative by the end of the month for processing.

The Town Representative will review the form for completeness and accuracy. This will include verification of the caregiver's mailing address at the time the form is submitted. The town rep may also conduct random audits to verify that the trips were made for medical appointments.

The town rep will submit the completed form to ECTC. ECTC will issue a check to the Caregiver for the authorized trips performed.

ECTC'S PAYMENT PROCESS

Checks will be processed on the last Monday of each month for the Caregiver's "Request For Mileage Reimbursement" forms received before noon that day. Reimbursements due in a total amount less than \$10 will be carried over to the next month or until the \$10 limit is reached. Checks will be made payable to the Caregiver and mailed directly to them unless otherwise requested.

HOW TO USE DIAL-A-RIDE SERVICE

Registered participants who cannot have their needs met by existing services will be provided a limited number of one-way trips per grant year (24) or as the grant dollars allow.

ECTC will arrange the medical transportation for eligible participants. Each trip request will be reviewed to determine if it can be met by existing transportation services. If so, we will refer the client to the appropriate services.

Transportation may be available 24 hours a day 7 days a week provided sufficient notice is given by the client. Requests must be made at least 48 hours in advance and can be made up to 2 weeks ahead. Requests for Monday rides must be made by the preceding Friday at 2 pm. Requests left on the answering machine on weekends & holidays for service for the next business day cannot be accommodated by this program.

Please be aware, **ALL** rides (unless medically contraindicated) must wear some sort of face covering while riding in the vehicle.